

E-NEWSLETTER

MARCH 2025

INVOLVED TENANT MEETINGS

This month there were six meetings held for involved tenants:

- Tenant Voice Panel meeting
- 2x Scrutiny Panel meetings
- ASB Update
- Stock Condition Survey meeting
- HRA Investment Budget

The Tenant Voice Panel and Scrutiny Panel meetings are only open to those who sit on the Panels, the others are open to all tenants that want to attend.

The ASB Update was a meeting with the ASB Team Leader, where she answered any questions the tenants had as well as asking for their views on certain topics.

Involved tenants met with the Head of Asset

Management twice this month, one time to discuss the stock condition surveys, tenants were given a progress update, the proposed framework and priorities going forward and were asked for their views. They also met to discuss the HRA Investment Budget. Tenants were given a short presentation on the budget and how we plan to spend some of the budget focusing on priorities going forward.

Welcome to the March edition of the Customer Engagement Newsletter. This month we'll be sharing how we've captured the tenant voice and how it's helped to shape services. We'll also take a look at all the things we've been up to while out and about in the community and the different opportunities we have to get involved.

SCRUTINY PANEL

The Scrutiny Panel got together this month and picked their next project. When looking at the tenant satisfaction measure survey results, it was decided the Panel look into the reduced satisfaction with Communal Areas.

The Scrutiny Panel took one of their meetings to Hudson Haven in Wombwell, where they had a look at the communal areas in the Independent Living Scheme as well as a walk around the surrounding area and the kind of external communal areas there are.

It was decided to survey all tenants with communal areas, with bespoke surveys for each Independent Living Scheme, Community Centre with laundries and stand alone laundries.

This project is one of the largest projects the Scrutiny Panel have done to date!



Scrutiny Panel and Engagement Team out and about in Wombwell looking at Communal Areas

The Check it Challengers completed two projects in March:

- Adaptations Policy

The Berneslai Homes Equipment and Adaptations Team have been busy putting together a new Adaptations Policy and they wanted the Check it Challengers views on whether it was tenant friendly and if anything had been missed out. The policy is still waiting to be signed off but we had a some great feedback for the team to work with.

- Condensation, Damp and Mould Booklet

Some teams have come together to work on developing a new booklet for tenants with lots of information, tips and hints on damp, mould and condensation. The Check it Challengers reviewed the draft version of the booklet and made some great suggestions, some of which will be included in the the wider campaign.



Volunteers at the Great Houghton Litter pick

We also went along to an action day at Wellend Crescent in Elsecar, organised by the Neighbourhood Teams, which had a great turnout of volunteers, collecting 12 bags of rubbish, clearing the back alley ways of vegetation and large items including a scooter.

We joined members of the South Neighbourhood Team on their Cloughfields Estate Walkabout and took along our litter pickers and bags collecting another four bags of litter.

There were many more events happening across the borough but the Engagement Team went along to these three, helping to collect a total number of 32 bags of rubbish!

COMING SOON

We have been busy looking at new ways tenants can get involved and there a few new initiatives coming soon!

If you are interested in hearing more please contact the Customer Engagement Team by any of the methods above.

GREAT BRITISH SPRING CLEAN

The end of March brought the nationwide Great British Spring Clean campaign and we jumped at the chance to join in! The Great Houghton TARA wanted to do a litter pick in their area, we had three TARA members volunteer and six staff from Berneslai Homes, BMBC and Barnsley Community Build. Altogether we collected 16 bags of rubbish and one large pile including three tyres and children's toys.



Cloughfields Estate Walkabout and litter pick

GET INVOLVED



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